1 Introduction

1.1 System Overview

The Centralized Credentials Quality Assurance System version 2.8 (CCQAS 2.8) is a standard DoD migration system jointly undertaken, operated, and controlled by the Army, Navy, and Air Force medical departments within the overall corporate sponsorship and policies of the Office of the Assistant Secretary of Defense for Health Affairs (OASD(HA)). The Resources Information Technology Program Office (RITPO) is responsible for the development and deployment of CCQAS 2.8 and any subsequent versions. CCQAS 2.8 is a Web-based worldwide credentialing, privileging, risk management, and adverse actions application that supports medical personnel readiness. CCQAS enables the military medical community to electronically manage provider credentialing and privileging, malpractice and disability claims, and adverse action investigations of physicians, dentists, nurses, pharmacists, and other medical support personnel.

CCQAS supports personnel at all levels of DoD with credentialing and privileging activities:

- Maintains and tracks the credentials and privileging history of more than 65,000 military and civilian health care providers, including Active Duty, Reserves, and National Guard
- Contains comprehensive provider demographic, specialty, licensing, training, education, privileges, medical readiness/mobilization, assignment history, and provider photographs for identification purposes
- Enables a provider to complete and submit an online application for clinical privileges online
- Automates the online review and approval of a provider's application for privileges and renewal of privileges
- Expedites the transfer of provider credentialing and privileging information for temporary or permanent changes of assignment
- Enables the online completion of provider performance assessment reports (PAR)
- Enables the automated generation of routine letters and forms that are needed to manage a provider's professional credentials
- Provides a robust standard and ad hoc reporting capability
- Optimizes accuracy and efficiency of credentials review activities
- Meets DoD and the Joint Commission on Accreditation of Healthcare Organizations' accreditation requirements
- Improves the ability of the Services to respond to medical readiness requirements

1.2 Objective of This Guide

The objective of this guide is to provide an on-the-job reference for CCQAS users at military treatment facilities and units. This guide is designed to assist users with the management of CCQAS user accounts, privilege lists, and the primary source verification, routing, review, and approval of online privilege applications submitted in the facilities and units for which they are responsible. It is assumed that users already have a good working knowledge of the business processes pertaining to the credentialing and privileging of health care providers. Policy and procedural guidance have been incorporated into this guide to the extent dictated by Service leadership. Users should direct questions regarding policy and procedures not addressed in this guide to their respective Service-level credentialing and privileging authority.

Information within this document, including screenshot images, is current as of the date of preparation. Any differences noted between this document and the current version of the CCQAS application is due to modifications and enhancements made after this document was prepared.

1.3 Hardware and Software Requirements for CCQAS Users

CCQAS 2.8 is a Web-based application that is housed in a secure server maintained by the Defense Information Systems Agency (DISA). All CCQAS data are stored in this server which is maintained in accordance with DoD security requirements in order to protect the confidentiality of the data it contains and to limit access only to approved users. Approved users can access CCQAS via the Internet from any workstation configured for connectivity to the Internet. In order for CCQAS to function properly, users must access the application using Internet Explorer version 6.0 (or higher) Web browser. The use of other Internet browsers is not recommended. No additional client software is required to access or to use CCQAS 2.8.

> *Note*: The version of Internet Explorer that is currently on the user's workstation may be viewed by clicking the Internet Explorer icon and then selecting *About Internet Explorer* from the Help Menu. If a version upgrade is needed, users should coordinate with their local network administrators to have the new version installed. The upgrade is readily available on the Internet at no charge.

1.4 Directives, Regulations, Instructions, HA Policy Memoranda, and References

The following documents govern access to and administration of data contained within the CCQAS application:

U.S. Code, Title 10, Section 1102, Confidentiality of medical quality assurance records: qualified immunity for participants, January 24, 2002

DoD Directive 5400.11, DoD Privacy Program, November 16, 2004 - http://www.dtic.mil/whs/directives/

DoD Regulation 5400.11-R, Department of Defense Privacy Program, August 1983

DoD Directive 6025.13, Medical Quality Assurance (MQA) in the Military Health System (MHS), May 4, 2004

DoD Regulation 6025.13-R, Military Health System (MHS) Clinical Quality Assurance (CQA) Program Regulation, June 11 2004

DoD Directive 6025.14, Department of Defense Participation in the National Practitioner Data Bank (NPDB), November 1, 1990

DoD Instruction 6025.15, Implementation of Department of Defense Participation in the National Practitioner Data Bank (NPDB), October 12, 2000

DoD Directive 6025.18, Privacy of Individually Identifiable Health Information in DoD Health Care Programs, December 19, 2002

DoD Regulation 6025.18-R, DoD Health Information Privacy Regulation, January 2003

Memorandum for Secretary of the Army, Secretary of the Navy, Secretary of the Air Force. Subject: DoD Policy on Physician Licensure, January 29, 1999 [HA Policy 99-007] - http://www.ha.osd.mil/policies/

Memorandum for Surgeon General of the Army, Surgeon General of the Navy, Surgeon General of the Air Force. Subject: Permissible Waivers of State Physician Licensure Inharmonious with Federal Policy, May 14, 1999

Memorandum for Surgeon General of the Army, Surgeon General of the Navy, Surgeon General of the Air Force. Subject: Additional Guidance Regarding DoD Policy on Physician Licensure, 28 Sep 1999

Memorandum for Surgeon General of the Army, Surgeon General of the Navy, Surgeon General of the Air Force. Subject: An Additional Permissible Waiver of State Physician Licensure due to Administrative or Financial Requirements Inharmonious with Federal Policy, April 19, 2000

Memorandum for Secretary of the Army; Secretary of the Navy; Secretary of the Air Force; Director, Defense Logistics Agency; Director, TRICARE Management Activity. Subject: DoD Participation in the Health Integrity and Protection Data Bank, October 31, 2000 [HA Policy 00-009]

Memorandum for Surgeon General of the Army, Surgeon General of the Navy, Surgeon General of the Air Force. Subject: Codification of Business Rules for Mandatory Inclusion of Certain Providers/Practitioners in the Centralized Credentials Quality Assurance System, April 22, 2003 [HA Policy: 03-027]

Memorandum for Assistant Secretary of the Army (M&RA), Assistant Secretary of the Navy (M&RA), Assistant Secretary of the Air Force (M&RA). Subject: Waivers of Licensure Requirement for Quality Military Physician Assistants, January 15, 2004 [HA Policy: 04-002]

Memorandum for Surgeon General of the Army, Surgeon General of the Navy, Surgeon General of the Air Force. Subject: Policy on Reporting Joint Commission on Accreditation of Healthcare Organizations-Reviewable Sentinel Events in the Military Health System, July 13, 2004 [HA Policy: 04-018]

Memorandum for Surgeon General of the Army, Surgeon General of the Navy, Surgeon General of the Air Force. Subject: Department of Defense Centralized Credentials Quality Assurance System, September 1, 2006 [HA Policy]

Memorandum for Executive Director, TRICARE Management Activity. Subject: Drug Enforcement Administration (DEA) Numbers for DoD Providers, 7 April 2000

American Medical Association. *State Medical Licensure Requirements and Statistics, 2006*. - https://catalog.ama-assn.org/MEDIA/ProductCatalog/m890176/

Matzka, K. (Ed.). (2005). *The 2006 Credentialing and Privileging Desk Reference*. Marblehead, MA: HCPro.

Sagin, T., & Cooper, J. (2006). *The Greeley Company Guide to Medical Staff Bylaws*. Marblehead, MA: HCPro.